Dear <Name>:

Fighting tax-related identity theft is a high priority for TaxAct. We have been working diligently with the IRS, state regulators and other tax software providers to identify new security measures we can use to deter such fraudulent activity. As part of that ongoing process, we recently discovered suspicious activity related to your TaxAct account.

We have concluded that an unknown and unauthorized third party attempted to access your TaxAct account between November 10 and December 4, 2015. We have no evidence that any TaxAct system has been compromised and believe the third party used username and password combinations obtained from sources outside of our own system.

We have reviewed our website logs subsequent to this attempted access, and do not believe that this third party accessed your tax return(s) or any other personal information in your account. To prevent further unauthorized access, we have temporarily disabled your TaxAct account.

The next time you login to your account, you will be asked additional security questions in order to validate your identity and re-enable your account. You will then be required to change your password and answers to security questions.

Your next steps are:

To protect your TaxAct account and the information therein:

1. To access your account, go to www.taxact.com. Click on the sign in button. When you enter your user name and password, the system will identify that your account has been disabled. It will then walk you through a process to verify your identity.
2. Once you access your account, click on the "My Info" tile to verify your personal information.
3. Go back to My Account and select the "My Preferences" tile. Make sure your email address is correct.
4. If you find that any of this information has been changed without your knowledge, please update it accordingly.

In addition, to prevent unauthorized access to your other online accounts (those separate from any TaxAct account(s)), you should immediately change your passwords for any other service where you use the same username and password.

We also encourage you to remain vigilant regarding emails or inquiries regarding your credit or sensitive personal information, and to regularly check your credit report for suspicious activity.

Please call 877-276-7335 or go to www.myidcare.com/infotaxact for assistance or for any additional questions you may have. You may also contact us in writing at TaxAct, attn.: Account Access, 1425 60th Street, Cedar Rapids, IA 52402.

On behalf of the entire TaxAct team, we regret any inconvenience this may cause you.

Sincerely,

Rob Gettemy

Chief Operating Officer